

CLASS TITLE: SENIOR INFORMATION AIDE

Class Code: 02760400
Pay Grade: 17A
EO: E

CLASS DEFINITION:

GENERAL STATEMENT OF DUTIES: In the Governor's Citizen Information Service, to assist in answering complex requests and providing information on a wide variety of questions and subjects; and to do related work as required.

SUPERVISION RECEIVED: Works under the general supervision of a superior with wide latitude for the exercise of independent judgement; work is monitored and reviewed upon completion for accuracy and adherence to desired objectives.

SUPERVISION EXERCISED: As assigned, may supervise the work of subordinates.

ILLUSTRATIVE EXAMPLES OF WORK PERFORMED:

In the Governor's Citizen Information Service, to assist in answering complex requests and providing information on a wide variety of questions and subjects.

To perform under direction, analytical work and coordination of citizens requests and problems.

To assist in answering requests and providing extensive information on a wide variety of services and programs available to citizens after pre-screening by a Resource Specialist and supervisors.

To assist, under direction, in answering written requests and problems, channeled through supervisors.

To keep abreast of all resources available to the citizens of Rhode Island per dissemination of information through supervisors.

To assist in the maintenance of a resource file and the continuing updating of such file.

To assist and prepare the statistical data necessary to document the calls received daily, weekly and monthly by the division.

To assist in the dissemination of printed materials of state government to the citizens who call.

To do related work as required.

REQUIRED QUALIFICATIONS FOR APPOINTMENT:

KNOWLEDGES, SKILLS AND CAPACITIES: A working knowledge of state government and programs and benefits it involves; the ability to carry out, under direction, appropriate measures to solve citizens requests and problems; the ability to assist a Resource Specialist in follow-up on requests; the ability to carry out work in assisting citizens via the telephone; the capability to provide statistical information when required; and related capacities and abilities.

EDUCATION AND EXPERIENCE:

Education: Such as may have been gained through: graduation from a senior of high school; and

Experience: Such as may have been gained through: considerable employment in a public agency involved in providing assistance to complex inquiries regarding all programs and agencies of state government.

Or, any combination of education and experience that shall be substantially equivalent to the above education and experience.

Class Created: March 4, 1984

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